

NEWS RELEASE

ASCOTT VOTED LEADING SERVICED APARTMENT BRAND FOR ASIA, MIDDLE EAST AND OCEANIA AT WORLD TRAVEL AWARDS 2021

Wins the most number of awards amongst serviced residence players with 17 accolades across the regions

Singapore, 19 October 2021 – CapitaLand Investment’s wholly owned lodging business unit, The Ascott Limited (Ascott) has received the top honour of ‘Leading Serviced Apartment Brand’ in Asia, Middle East and Oceania at the prestigious World Travel Awards 2021. Ascott is the biggest winner with a total of 17¹ accolades across the regions, the most number of awards amongst serviced apartment companies. Ascott achieved these top recognitions in Asia and Middle East for the sixth straight year and in Oceania for the second consecutive year.

In addition to the regional tier awards, Ascott was also voted ‘Leading Serviced Apartment Brand’ in China, Hong Kong, Malaysia, Philippines, Saudi Arabia, Singapore, Thailand and Vietnam. Voted by tourism professionals and business and leisure travellers worldwide, winners of the annual World Travel Awards are globally recognised as hallmarks of industry excellence.

Ms Tan Bee Leng, Ascott’s Managing Director for Brand & Marketing, said: “To continue winning these top honours even during such extraordinary times is a strong validation of Ascott’s quality properties and world-class customer service. Amidst the pandemic, it became ever more important for Ascott to step up the engagement with our guests and members of our loyalty programme Ascott Star Rewards (ASR). As we look forward to the travel industry’s recovery, Ascott will continue to transform our lodging offerings to enable our guests to live, work and play with greater flexibility. Ascott remains committed to deliver the highest hospitality standards and we stand ready to welcome guests at our properties across over 200 cities worldwide.”

Ascott is the first hospitality company to [partner](#) with International SOS to offer free global telehealth, telecounselling and travel security advisory to guests. It launched its global online travel booking platform [discoverasr.com](#) with 14 brands onboard, and enhanced ASR as well as the Discover ASR mobile app to provide greater value to guests.

First hospitality company in the world to offer guests complimentary global access to a comprehensive suite of telehealth, telecounselling and travel security advisory services

Launched in May 2021, Ascott’s partnership with International SOS allows guests to have greater peace of mind and feel safe with on-demand quality care from medical and security experts. The complimentary services are part of Ascott’s enhanced ‘[Ascott Cares](#)’ commitment to provide stringent hygiene and safety standards, wellness support and implement sustainable practices.

¹ For more information on the 17 awards conferred to Ascott at the 2021 World Travel Awards for Asia, Middle East and Oceania, please see Annex

Ascott unifies 14 lodging brands on one global online travel booking platform with launch of discoverasr.com

Ascott launched discoverasr.com in July 2021, unifying Ascott's award-winning lodging brands on a single global online travel booking platform. discoverasr.com provides guests with one-stop access to Ascott's more than 400 serviced apartments, coliving spaces and hotels with a total of about 71,000 units in over 30 countries. This includes more than 10,000 units across 62 properties under TAUZIA Hotel Management, which are available for the first time on Ascott's online booking platform.

Greater value and flexibility for Ascott Star Rewards members

In addition to the integration of TAUZIA's hotels onto discoverasr.com, the My TAUZIA Privilege (MTP) loyalty programme will also be part of ASR. Existing MTP members can sign up for an ASR membership to receive extra privileges and bonus points. Their membership tier would also be matched accordingly within the ASR.

Despite COVID-19, ASR members continue to enjoy a slew of perks, from the [ASR points purchase feature and promotions](#) where members can purchase ASR points and be rewarded with bonus points; to the [ASR Elite Status Match and CapitaStar-ASR Points Exchange](#) programmes that allow ASR members to gain more perks or upgrade their membership tier.

With the launch of the Discover ASR mobile app in October 2020, ASR members can enjoy greater conveniences and flexibility. The app has received over 203,000 downloads to date. It provides ASR members with contactless services where they can search for deals, manage their membership, purchase and redeem ASR points, perform mobile check-in and check-out, and make contactless payment.

Discover ASR's latest features include allowing guests to customise their stay by sharing their pre-arrival and in-stay requests; earn ASR points if they opt out of housekeeping service as part of Ascott's Go Green initiative; and share feedback on their stay through a pulse survey in the mobile app. Guests staying with Ascott can access the in-app social wall and private messaging features which allow them to interact with fellow guests or communicate privately with the serviced residence's front desk. Guests will soon be able to purchase vouchers via the app for their next stay.

About The Ascott Limited

The Ascott Limited (Ascott) is a Singapore company that has grown to be one of the leading international lodging owner-operators. Ascott's portfolio spans over 200 cities across over 30 countries in Asia Pacific, Central Asia, Europe, the Middle East, Africa and the USA.

Ascott has more than 73,000 operating units and over 54,000 units under development, making a total of more than 127,000 units in 790 properties.

The company's serviced apartment, coliving and hotel brands include Ascott The Residence, The

Crest Collection, Somerset, Quest, Citadines, lyf, Préférence, Vertu, Harris, Citadines Connect, Fox, Yello, Fox Lite and POP!.

Ascott's loyalty programme, Ascott Star Rewards, offers exclusive benefits to its members when they book directly with Ascott for their stays at its participating properties.

Ascott, a wholly owned subsidiary of CapitaLand Investment, pioneered Asia Pacific's first international-class serviced apartment with the opening of The Ascott Singapore in 1984. Today, the company boasts over 30 years of industry track record and award-winning brands that enjoy recognition worldwide.

For more information, please visit www.discoverasr.com.

About CapitaLand Investment

Headquartered and listed in Singapore, CapitaLand Investment (CLI) is a leading global real estate investment manager (REIM) with a strong Asia foothold. As at 30 June 2021, CLI had about S\$119.0 billion of real estate assets under management, and about S\$83.0 billion of real estate funds under management (FUM) held via six listed real estate investment trusts and business trusts, and over 20 private funds across the Asia-Pacific, Europe and USA. Its diversified real estate asset classes cover integrated developments, retail, office, lodging and new economy sectors such as business parks, industrial, logistics and data centres.

CLI aims to scale its FUM and fee-related earnings through its full stack of investment management and operating capabilities. As the listed investment management business arm of the CapitaLand Group, CLI has access to the development capabilities of and pipeline investment opportunities from CapitaLand's development arm. Being a part of the well-established CapitaLand ecosystem differentiates CLI from other REIMs.

As part of the CapitaLand Group, CLI places sustainability at the core of what it does. As a responsible real estate company, CLI contributes to the environmental and social well-being of the communities where it operates, as it delivers long-term economic value to its stakeholders.

Visit <http://www.capitalandinvest.com/> for more information.

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168 Robinson Road, #30-01 Capital Tower, Singapore 068912

For more information, please contact:

Media Contact

Joan Tan, Vice President, Group Communications

Tel: (65) 6713 2864 Mobile: (65) 9743 9503 Email: joan.tanzm@capitaland.com

Ngeow Shang Lin, Senior Manager, Group Communications

Tel: (65) 6713 2860 Mobile: (65) 9877 6305 Email: ngeow.shanglin@capitaland.com

Debra Chan, Manager, Group Communications

Tel: (65) 6713 2861 Mobile: (65) 9299 3422 Email: debra.chan@capitaland.com



ANNEX

Ascott and its properties were conferred the following awards for Middle East, as well as Asia and Oceania at the Winners Day ceremonies held virtually on 17 and 19 October 2021 respectively:

World Travel Awards Middle East 2021

- ***Middle East's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Dubai's Leading Serviced Apartments 2021: Citadines Metro Central Dubai***
- ***Saudi Arabia's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Saudi Arabia's Leading Serviced Apartments 2021: Ascott Rafal Olaya Riyadh***
- ***United Arab Emirates' Leading Serviced Apartments 2021: Ascott Park Place Dubai***

World Travel Awards Asia 2021

- ***Asia's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***China's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***China's Leading Serviced Apartments 2021: Ascott Raffles City Chengdu***
- ***Hong Kong's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Malaysia's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Philippines' Leading Serviced Apartment Brand 2021: Ascott The Residence***
- ***Singapore's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Thailand's Leading Serviced Apartment Brand 2021: Ascott The Residence***
- ***Vietnam's Leading Serviced Apartment Brand 2021: The Ascott Limited***
- ***Vietnam's Leading Serviced Apartments 2021: Somerset Grand Hanoi***

World Travel Awards Oceania 2021

- ***Oceania's Leading Serviced Apartment Brand 2021: Quest Apartment Hotels***
- ***Oceania's Leading Serviced Apartments 2021: Quest NewQuay Docklands***